



HAMILTON POLICE SERVICE (HPS)  
NOTICE OF A VOLUNTEER/CAREER DEVELOPMENT  
OPPORTUNITY

PLEASE NOTE: THIS IS AN UNPAID POSITION

**Please note: We typically post this opportunity on the City of Hamilton's Careers website, in September/October, for a January training start date. Below is a copy of a previous posting, for information purposes only.**

The Victim Services Branch is a Provincial and International Award-Winning Branch of the Hamilton Police Service comprised of 3 staff members and approximately 80 volunteers.

These awards have been earned because of the Victim Services Branch's continued dedication to victims of crime and/or trauma.

Join us in providing emotional support for victims of crime and/or trauma in the City of Hamilton.

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City of Hamilton PeopleSoft Posting Job ID #13071

Notice/Posting Date: #2017-31 - September 20, 2017

Job Title: Victim Services Direct Service Volunteer

Department: Victim Services Branch, Community Mobilization Division, Hamilton Police Service

Reports to: Victim Services Branch Staff or scheduled Team Leader

Job Location: A variety of locations throughout the City of Hamilton, including personal residences, public places, and police stations.

Hours of work:

- At least four (4) 7.5 or 8.5 hour scheduled on-call shifts per month, including taking turns for weekend and statutory holiday shifts.
- Shift times are: 1630-0000 hours or 0000-0830 hours seven days per week, or 0830-1630 hours on weekends and statutory holidays.
- Attendance is mandatory at professional development training.

Commitment: Minimum one year from the time training ends

## Job Summary

Victim Services Direct Service Volunteers will assist the Hamilton Police Service in reaching its Mission and Values to be sensitive to the needs of victims of crime and trauma, and individuals who have survived tragic circumstances.

Volunteers are dispatched to provide service for a variety of circumstances, including, but not limited to, sudden death, suicide, motor vehicle collisions (MVC), domestic violence, sexual assaults, and fire scenes.

## General Duties

- Provide emotional support to someone who has been physically hurt, threatened, survived a tragedy, suffered a traumatic loss, or witnessed a traumatic event
- Provide practical assistance to a victim and their family
- Provide referrals to community resources
- Provide information about what to expect and next steps
- Provide professional intervention within the bounds of HPS policies and procedures
- Check Online Message Centre daily and respond accordingly
- Adhere to deadlines for shift registration
- Uphold Hamilton Police Service's Vision, Mission, Values, and Ethics
- Demonstrate adaptability, flexibility, and understanding strategies to address vicarious trauma, as well as empathy, compassion, and excellent communications skills (e.g. active listening)

## Rewards

- Gain experience and skills in crisis intervention
- Make a valuable contribution to our community and its members
- Invitation to the Annual HPS Volunteer Appreciation event

## Victim Services Direct Service Volunteer applicants MUST:

- Be a Canadian Citizen or Permanent Resident of Canada
- Be at least 21 years of age or older
- Live within the City of Hamilton
- Possess a valid Class G Driver's Licence, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario, and have access to a vehicle
- Have no criminal convictions for which a pardon has not been granted
- Pass a Police Information Check and annual background checks

- Be physically and mentally able to perform the duties of the position (e.g. standing for long periods of time, exposure to victims/witness trauma)
- Have an email account and internet access
- Have a willingness to give back to the community
- Be compassionate and empathetic, care about others well-being, and have excellent problem solving, listening, and communication skills

### Orientation/Training:

- Mandatory training from January to April, which teaches volunteers how to handle delicate crime related situations and become familiar with working with victims of crime and/or circumstance via group work and role playing
- safeTALK Suicide Prevention Training
- Volunteer Orientation/Resource Manuals
- Ongoing professional development training and mentorship

There will be a volunteer evaluation and assessment conducted at the end of the training program, as well as an opportunity for volunteers to participate in an "end-of-class" survey following each training session.

### Recruitment Process

- Application/Resume Review
- Supplementary Application
- Mandatory attendance at a Victim Services Orientation Night
- Interview with Victim Services Branch Staff
- Police and Reference Checks
- Invitation to Victim Services Training (December)
- Victim Services Branch Volunteer Contract Sign-off
- Volunteer Code of Conduct Sign-off
- Undertaking of Confidentiality Sign-off
- Mandatory attendance at training sessions (January to April)

### Terms

- Acceptance into the Victim Services Volunteer Training Program does not guarantee that an applicant will be involved in a direct service intervention to victims
- Volunteers are subject to a six (6) month probationary period after training has been completed

- If selected, volunteers shall not engage in any activity that may result in a criminal record or bring discredit to the Hamilton Police Service or misuse HPS Photo ID
- Volunteers must adhere to direction given at a scene by an Officer or Team Leader, all policies and procedures of the HPS, and the HPS Volunteer Code of Conduct

Applications are to be submitted via the [City of Hamilton's Careers](#) website before Monday, October 16, 2017 at 11:59 pm. Applications will be shortlisted throughout the Fall, and those selected for a position will attend training from January to April 2018.

To apply for the position you will need to:

- Have/create a user name and password for the City of Hamilton Careers website
- Upload an application (i.e. cover letter and resume – all one document, cover letter first) to the City of Hamilton Careers website
- Complete a questionnaire as part of the online application process

Email correspondence is an essential part of the recruitment process. Ensure you have included your email address, as well as your business/day phone number, your home/evening number, and/or your cell phone numbers when you apply via the City of Hamilton website and on your application, to facilitate our ability to contact you.

Please note that the Hamilton Police Service is committed to the principles of equal opportunity and reflecting the diverse community that we serve. Fluency in a second language is an asset; please indicate if you are able to speak, read, and/or write another language besides English on your application.

The Hamilton Police Service is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for a volunteer opportunity, please advise Victim Services if you require accommodation for orientation, interview, training, or volunteer purposes.

We invite you to visit the [Hamilton Police Service](#) website or [Victim Services](#) homepage to obtain further information on the Service, or visit our [Careers](#) webpage to obtain further information on career opportunities with our Police Service (e.g. Police Constable, Police Cadet, Civilian, Volunteer, and Auxiliary opportunities). Information on the Constable Selection System

(CSS) can be found on the [Ministry of Community Safety and Correctional Services](#) website.

If accepted, the incumbent shall comply with all Health and Safety Policies and Practices for their position and the workplace.

By applying, you agree that the statements made by you are true, complete, and correct to the best of your knowledge. Further, you understand that any falsification of statements, misrepresentations, and/or deliberate omission or concealment of information may be considered just cause for dismissal.

SAMPLE